



# GENERAL SERVICES ADMINISTRATION



*An SBA Certified 8a company and proven provider to government departments and agencies, including: National Aeronautics and Space Administration, Federal Emergency Management Agency, The U.S. Army, The U.S. Marine Corps, The U.S. Air Force.*

## Trusted Translations, Inc.

### Federal Supply Service

Authorized Federal Supply Schedule Price List

### Schedule for Document Translation Services

Federal Supply Group: 738 II

Special Item Number (SIN): 382-1, 382-1RC

Contract Number: GS-10F-0245W

Contract Period: July 12, 2010 – July 11, 2015

### Business Size/Classification

8a Certified

Small Disadvantaged

Minority-Owned Business

### Company Information

Trusted Translations, Inc.

108 N. Virginia Ave., Falls Church, VA 22046

T: 202-345-1986, F: 202-350-0512

Email: [gsa@trustedtranslations.com](mailto:gsa@trustedtranslations.com)

<http://www.trustedtranslations.com>

### Contract Administration

Richard Estevez

T: 202-345-1986

F: 202-350-0512

Email: [richard@trustedtranslations.com](mailto:richard@trustedtranslations.com)



On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage, a menu-driven database system.

The INTERNET address for GSA Advantage is: <http://www.gsa.gov>.

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## An Overview: Trusted Translations, Inc.

Trusted Translations, Inc. is an SBA certified 8a enterprise and an internationally recognized leader in English - Spanish and multilingual translation services with over 10,000 expert translators on staff and over 5,000 satisfied clients. Trusted Translations is the choice of Fortune 500 companies, top government agencies and non-profit organizations around the world for translation solutions. Trusted Translations has expanded to provide quality and accurate translation services at highly-competitive prices in over 150 languages.

Due to our direct managerial control over linguistic centers and our experienced teams of top linguists, designers and IT experts, we can assemble professional translation, post-production and localization teams with the skills necessary to satisfy even the most complex request. All members of our graphic design team are trained and work hand-in-hand with our linguistic experts to ensure that the final product is delivered correctly in the required format.

Trusted Translations has provided high-quality language-related services to countless highly-respected organizations, including top Federal, State and Local Government Organizations as well as government contractors:

*National Aeronautics and Space Administration (NASA), The United States Army, The United States Marine Corps, Federal Emergency Management Agency (FEMA), Virginia Department of Transportation (VDOT), Lockheed Martin, Halliburton, State of Florida, Miami-Dade County, State of Nebraska, State of New York, University of Maryland, Cornell University, Coca-Cola Company, General Electric, Citibank, Bank of America, Blue Cross Blue Shield, The United Nations, and many more.*

## Trusted Translations, Inc.: Key Highlights

### **Guarantee of Quality and Best Rates on GSA Schedule**

As an industry leader, we are committed to providing the U.S. Government with the highest quality translations at the most competitive price points in the industry. If you are not satisfied, we will work with your team to modify each translation until it meets your final approval.

### **Proven Multilingual Translation Services Provider**

With the ability to translate to and from over 150 languages, Trusted Translations is a full-service multilingual translation service provider (MLP). Therefore, we are the one-stop solution for any company seeking superior translations at highly competitive rates.

### **Our Three-Step Quality Assurance Process**

As a full-service agency, our service includes **translation**, **edition** and **proofreading** by different translators.

### **Up-to-date Technology Support**

Trusted Translations' DTP and IT experts have experience working with virtually every graphic design software program and programming language, with expertise to cope with even the most complex projects.

## Certifications and Awards



**SBA Certified 8a Company:** Trusted Translations is an approved vendor to the United States Federal Government and is an SBA certified 8a company. Trusted Translations is a minority-owned, small disadvantaged business.



**American Translators Association Member / Certified Translators:** Trusted Translations is a corporate member of the American Translators Association. We are actively involved in the Association and attend annual meetings to stay abreast of all the latest developments in linguistics. This also allows us to verify the status of ATA-Certified translators that work on our projects.



**ISO Certification (Issued Per Project):** Trusted Translations exceeds the ISO 9001:2008 standards with our triple-verification QA process and can provide an ISO compliance certification for each project in accordance with ISO rules and regulations.



**Globalization and Localization Association (GALA):** Trusted Translations is an active member of GALA which focuses on new developments in website and software globalization and localization. Through GALA, Trusted Translations is constantly improving its content management systems (CMS) with new technology and add-on features.



**Top 500 Hispanic Business:** Trusted Translations was named as one of the Top 500 Hispanic-American Owned Businesses in the U.S., selected from over 650,000 businesses. Trusted Translations is one of the fastest-growing translation companies in the industry.



**U.S. Licensed Bilingual Attorneys:** At Trusted Translations, we have US licensed bilingual attorneys on-staff who make sure that each translation of a legally sensitive document uses the correct legal terminology in the target language. We are qualified to provide legal certifications for every translated document. Bar certificates can be provided upon request.



**Federally-Approved Court Translation Experts:** One of our unique qualifications at Trusted Translations is that we have federally-approved court translation experts on-staff ready to stand behind any translation. These highly qualified members of our team verify and review legally sensitive documentation and ensure that each translation can stand up to any legal challenge.

## Customer Information

**1a. Table of Awarded Special Item Number(s).**

SIN 382-1, SIN 382-1RC ~ Document Translation Services

**1b. Lowest Priced Model Number and Lowest Unit Prices.**

Prices Shown in the Price List Are Net.

**1c. Labor Category Descriptions.**

See Price List

**2. Maximum Order.**

\$1,000,000.

**3. Minimum Order.**

\$100

**4. Geographic Coverage.**

FOB Domestic and Overseas

**5. Points of Production.**

Same as Company Address

**6. Statement of Net Price.**

Prices Shown in Price List Are Net.

**7. Quantity Discounts.**

None

**8. Prompt Payment Terms.**

Net 30 Days

**9. Acceptance of Government Purchase Cards Below Micro-Purchase Threshold.**

Yes

**Acceptance of Government Purchase Cards Above Micro-Purchase Threshold.**

Yes

**10. Foreign Items.**

None

**11a. Time of Delivery.**

Specified in the Task Order

**11b. Expedited Delivery.**

Contact Contractor

**11c. Overnight and Two-Day Delivery.**

Contact Contractor

**11d. Urgent Requirements.**

Contact Contractor

**12. F.O.B. Points.**

Destination

**13a. Ordering Address.**

Trusted Translations, Inc.  
108 N. Virginia Ave.  
Falls Church, VA 22046  
Phone: (202) 345-1986  
Fax: (202) 350-0512  
Email: richard@trustedtranslations.com

**13b. Ordering Procedures.**

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).

**14. Payment Address.**

Trusted Translations, Inc.  
108 N. Virginia Ave.  
Fall Church, VA 22046  
Phone: (202) 345-1986  
Fax: (202) 350-0512  
Email: gsa@trustedtranslations.com

**15. Warranty Provision.**

Contractor's Standard Commercial Warranty

**16. Export Packing Charges.**

N/A

**17. Terms and Conditions of Government Purchase Card Acceptance.**

Contact Contractor

**18. Terms and Conditions of Rental, Maintenance, and Repair.**

N/A

**19. Terms and Conditions of Installation.**

N/A

**20. Terms and Conditions of Repair Parts Indicating Date of Parts Price Lists and any Discounts from List Prices.**

N/A

**20a. Terms and Conditions for any Other Services.**

N/A

**21. List of Service and Distribution Points.**

N/A

**22. List of Participating Dealers.**

N/A

**23. Preventive Maintenance.**

N/A

**24a. Special Attributes to Include Environmental Attributes.**

N/A

**24b. Section 508 Compliance.**

Available

**25. Data Universal Number System (DUNS).**

142063333

**26. Notification Regarding Registration in CCR Database.**

Trusted Translations, Inc. is registered in the Central Contractor Registration (CCR) database.

Contractor will accept LH and FFP.

## Federal Rates - GSA Schedule Price List

### Document Translations – SIN 382-1, 382-1RC

| English to and From Target Language Listed Below (Net Prices) |      |         |
|---|------|---------|
| LABOR CATEGORY NAME   | Unit | Price   |
| Spanish   | WORD | \$ 0.09 |
| Hindi   | WORD | \$ 0.11 |
| Portuguese (Brazil)   | WORD | \$ 0.11 |
| Urdu  | WORD | \$ 0.11 |
| Chinese Simplified  | WORD | \$ 0.14 |
| Arabic  | WORD | \$ 0.17 |
| Creole  | WORD | \$ 0.17 |
| Dutch   | WORD | \$ 0.17 |
| French  | WORD | \$ 0.17 |
| Greek   | WORD | \$ 0.17 |
| Hebrew  | WORD | \$ 0.17 |
| Hungarian   | WORD | \$ 0.17 |
| Italian   | WORD | \$ 0.17 |
| Korean  | WORD | \$ 0.17 |
| Polish  | WORD | \$ 0.17 |
| Portuguese (Europe)   | WORD | \$ 0.17 |
| Romanian  | WORD | \$ 0.17 |
| Russian   | WORD | \$ 0.17 |
| Slovak  | WORD | \$ 0.17 |
| Thai  | WORD | \$ 0.17 |
| Ukrainian   | WORD | \$ 0.17 |
| Czech   | WORD | \$ 0.17 |
| Chinese Traditional   | WORD | \$ 0.20 |
| Danish  | WORD | \$ 0.20 |
| Finnish   | WORD | \$ 0.20 |
| German  | WORD | \$ 0.20 |
| Indonesian  | WORD | \$ 0.20 |
| Japanese  | WORD | \$ 0.20 |
| Norwegian   | WORD | \$ 0.20 |
| Swedish   | WORD | \$ 0.20 |
| Vietnamese  | WORD | \$ 0.20 |

| Desktop Publishing for Documents and Websites Listed Below (Net Prices) |      |          |
|---|------|----------|
| LABOR CATEGORY NAME   | Unit | Price    |
| DTP w/Source Files- Simple  | PAGE | \$ 3.00  |
| DTP w/Source Files- Complex   | PAGE | \$ 4.00  |
| DTP w/out Source Files- Simple  | PAGE | \$ 5.00  |
| DTP w/out Source Files- Complex   | PAGE | \$ 8.00  |
| DTP Recreation  | HOUR | \$ 35.00 |



## Document Translation Services

Our professional translation services include language translations of all types of documents, web sites and software in all **formats**, **volumes** and **languages**. *Trusted Translations, Inc.* offers fast, accurate and reliable professional translation services.

While we specialize in professional translation document services, we frequently translate documents in Arabic, Chinese (Simplified and Traditional), Creole, Czech, Danish, Dutch, Finnish, French, German, Greek, Hebrew, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil / Europe), Romanian, Russian, Slovak, Spanish, Swedish, Thai, Ukrainian, Urdu, Vietnamese, and other languages using native, experienced, industry-specific language translators.

Our **areas of industry expertise** in translation services include: advertising, aerospace, automotive, business, chemical, contracts, defense, e-learning, education, entertainment, energy, financial, government, immigration, globalization, legal, litigation, localization, manufacturing, marketing, media, medical, patents, religion, retail, software, technical, telecommunications, user manuals and websites.

The following are professional translation services that we provide on a regular basis:

- ✦ Document Translation
- ✦ Website Translation
- ✦ Software Translation
- ✦ Multimedia Translation
- ✦ Interpretation
- ✦ Phone interpretation
- ✦ Localization
- ✦ Globalization
- ✦ Desktop Publishing
- ✦ Transcription
- ✦ Edition
- ✦ Certified Translation

(\*) For a specific description of each service please go to:  
<http://www.trustedtranslations.com/translation-services/>

## Trusted Translations Quality Assurance (QA) Process

Trusted Translations' projects will be staffed with the most qualified individuals in the field of translations and localization. One of our expert **Account Managers** will manage your project request and ensure your translation is delivered on-time with the highest level of quality in the industry.

A dedicated **Project Manager** is in charge of the planning, leads the execution and oversees the control of the project. When applicable, an **IT Manager** is used to review all technical requirements of the project. The **Desktop Publishing (DTP) Manager** ensures completion of any artwork or formatting, if required, for the translated document to mirror the original source document.

Our unique **Quality Assurance Process** is designed to ensure that each translation is verified by three separate expert resources: **Translator, Editor and Proofreader**. As a result, our final output reaches the highest level of quality.

Once the proofreading step is complete, all deliverables must pass the Project Manager's final quality assessment test before they are released to the client. In other words, three consecutive quality verification checkpoints follow the initial step of translation in order to ensure the highest quality output possible.

The end-result of this process is an output that meets and exceeds international quality standards, including those specified by the International Standard Organization (ISO 9001:2008).

